

CountyCare Update

Prepared for: Cook County Health Board of Directors

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Current Membership

Monthly membership as of February 7, 2019

Category	Total Members	ACHN Members	% ACHN
FHP	213,771	22,645	10.6%
ACA	72,016	14,700	20.4%
ICP	29,673	6,539	22.0%
MLTSS	5,534	0	N/A
Total	320,994	43,884	13.7%

ACA: Affordable Care Act
FHP: Family Health Plan

ICP: Integrated Care Program
MLTSS: Medicaid Long-Term Service and Support

*At 4% attrition during open enrollment (15% attrition last year).



Managed Medicaid Market

Illinois Department of Healthcare and Family Services December 2018 Data

Managed Care Organization	Cook County Enrollment	Cook County Market Share	State Total Enrollment
*CountyCare	330,013	31.7%	330,013
Meridian (a WellCare Co.)	245,680	23.6%	835,979
Blue Cross Blue Shield	238,314	22.9%	389,392
IlliniCare	108,791	10.5%	344,957
Molina	69,434	6.7%	219,862
*Next Level	47,888	4.6%	47,888
Total	1,040,120	100.0%	2,168,091

* CountyCare and Next Level only operating in Cook

Notes: Continuous attrition of HealthChoice Illinois enrollment overall; down 13,012 in Cook County Nov. to Dec. alone.
Since Jan. 2018; HealthChoice Illinois has lost 117,990 enrollees (10%) in Cook County.



2018 Operations Metrics: Call Center & Encounter Rate

Key Metrics	State Goal	Performance		
		Oct	Nov	Dec
Member & Provider Services Call Center Metrics				
Abandonment Rate	< 5%	0.79%	0.39%	0.79%
Hold Time (minutes)	1:00	0:06	0:05	0:11
% Calls Answered < 30 seconds	> 80%	95.39%	95.22%	91.42%
Claims/Encounters Acceptance Rate	95%	96.99%	96.99%	96.99%



2018 Operations Metrics: Claims Payment

Key Metrics	State Goal	Performance		
		Oct	Nov	Dec
Claims Payment Turnaround Time & Volumes				
% of Clean Claims Adjudicated < 30 days	90%	94.2%	95.6%	97.1%
% of Claims Paid < 30 days	90%	35.2%	62.5%	65.7%
Total Claims Adjudicated	N/A	397,673	452,893	436,813



2018 Operations Metrics: Overall Care Management Performance

Key Metrics	Market %	Performance		
		Oct	Nov	Dec
Completed HRS/HRA (all populations)				
Overall Performance	40%	53.4%	57.0%	57.4%
Completed Care Plans on High Risk Members				
Overall Performance	65%	69.7%	64.7%	67.4%

- CountyCare's high risk percentage exceeds the State's requirement of 2% for Family Health Plan and 5% for Integrated Care Program.

